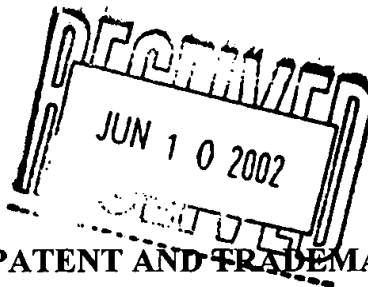


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MF  
6-10-02

Docket No. TRAV0001

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of

Mark J. STENDER

Group Art Unit: 2166

RECEIVED

Serial No.: 09/843,841

Examiner: To Be Assigned

APR 26 2002

Technology Center 2100

Filed: April 30, 2001

For: SYSTEM AND METHOD FOR PROVIDING WEB-BASED USER INTERFACE  
TO LEGACY, PERSONAL-LINES INSURANCE APPLICATIONS

INFORMATION DISCLOSURE STATEMENT  
UNDER 37 C.F.R. §§ 1.97 AND 1.98

RECEIVED  
JUN 06 2002  
GROUP 3600

Commissioner of Patents  
Washington, D.C. 20231

Sir:

In accordance with the requirements of 37 C.F.R. §§ 1.56, 1.97-1.98 and MPEP § 609, the references noted on the attached Form PTO-1449 are hereby brought to the attention of the Examiner.

Since these references are being submitted before the First Office Action, no fees are believed to be due. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 or 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 501458. A duplicate copy of this letter is submitted herewith for that purpose.

The above information is presented so that the United States Patent and Trademark Office may, in the first instance, determine any materiality thereof to the claimed invention. See 37 C.F.R. §§ 1.104(a) and 1.106(b) conferring the PTO duty to consider and use any such information. It is respectfully requested that the information be expressly considered during the prosecution of this application, and that the references be made of record therein and appear among the "References Cited" on any patent to issue therefrom.

Respectfully submitted,

Date: 4/22/02

By: 

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Registration No. 33,014

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40933/202381  
WSHLIB01:117759

Form PTO-1449  
(Rev. 2-32)

INFORMATION DISCLOSURE STATEMENT  
(Use several sheets if necessary)

U.S. Department of Commerce  
Patent & Trademark Office

Atty. Docket No.  
**TRAV0001**

Serial No.  
**09/843,841**

Applicant

**Mark J. STENDER**

Filing Date  
**April 30, 2001**

**Technology Center 2100**  
**2166**

### U.S. PATENT DOCUMENTS

Examiner Initial	Document Number	Date	Name	Class	Sub-Class	Filing Date (if appropriate)
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	6,122,632	9/19/2000	Botts, et al.	707	10	7/21/97
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### FOREIGN PATENT DOCUMENTS

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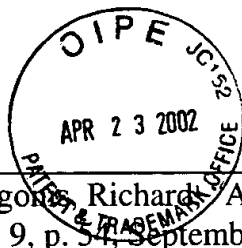
### OTHER DOCUMENTS (Including Author, Title, Date, Pertinent Pages, Etc.)

	"Finding Intranet Solutions at Comdex," <i>Communications Week</i> , No. 638, pp. 95(7), November 18, 1996
	"Solect Launches IAF 2.5, A Comprehensive Billing and Customer Care Solution; Software Infrastructure Enables Service Providers to Grow Their Internet Business," <i>Business Wire</i> , p. 3090284, March 9, 1998
	"SiteBridge Corporation Launches CustomerNow for Real-Time Customer Service on the Web," <i>Business Wire</i> , p. 4271173, April 27, 1998
	"MATRANet Addresses Gap in Customer Relations, Enabling Companies to Maximize Web Sales," <i>M2 Presswire</i> , June 9, 1999

EXAMINER

DATE CONSIDERED

EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.



	Grigoris, Richard, App Gens: More Than Just IVR," <i>Computer Telephony</i> , Vol. 7, No. 9, p. 54, September, 1999
	Yen, Jerome, et al., "Collaborative and Scalable Financial Analysis With Multi-Agent Technology," Proceedings of the 32 <sup>nd</sup> Hawaii International Conference on System Sciences, March, 1999
EXAMINER	DATE CONSIDERED
EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP 609; draw line through citation if not in conformance and not considered. Include copy of this form with next communication.	

Form PTO-FB A820  
(also form PTO-1449)  
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